



Gladys B. Gaskins, Director of Human Resources

Stephanie Rawlings-Blake, Mayor

**EXAMINATION FOR:**

**TELEPHONE OPERATOR II**

**SALARY:**

\$28,768 – \$33,841

**GRADE:**

80

**CLOSING DATE:**

Continuous Recruitment - November 12, 2010 is the last day to file an application.

**POSITION:** A Telephone Operator II operates a large centrex telephone console and computer terminal in the municipal telephone system. Employees work a rotating shift that involves evening, weekend, emergency and holiday hours.

The eligible list may be used to hire persons as vacancies arise.

**MINIMUM QUALIFICATIONS:** On or before the date of filing the application, each candidate must:

Have graduated from an accredited high school or possess a GED certificate;

AND

Have three years of experience in operating a centrex console telephone system including the operation of a computer terminal for the purpose of data entry or word processing;

OR

Have an equivalent combination of relevant education and experience in operating a centrex console telephone system including the operation of a computer terminal for the purpose of data entry or word processing .

**SELECTION PROCESS:** All candidates indicating the minimum qualifications on their applications will be placed on the eligible list without further examination. The training and experience of each candidate will be evaluated for appropriateness and quantity. It is essential, therefore, that you give complete and accurate information on your application. Vagueness or omission may prevent you from being considered for this position. Qualified candidates will not be listed in rank order.

**CONTINUOUS RECRUITMENT:** Vacancies may be filled at any time. Applications will be processed in the order in which they are received. Delay in filing your application may prevent you from being considered for vacancies.

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KR/mb POSTED: 08/23/10

Apply to: Baltimore City Department of Human Resources · 201 East Baltimore Street · Suite 100 · Baltimore, Maryland 21202 · (410) 396-3860

For additional job opportunities information, call (410) 545-3875

For the Hearing impaired: TTY 396-4930

**An Equal Opportunity Employer**

[www.baltimorecity.gov](http://www.baltimorecity.gov)

(see reverse side)

**APPLICATIONS:** Applications may be obtained by mail or in person from the Baltimore City Department of Human Resources, 201 East Baltimore Street, Suite 100, Baltimore, Maryland 21202.

**PHYSICAL EXAMINATION:** Eligible candidates must pass a job-related physical examination administered by the City.

**TESTING FOR DRUGS:** Effective October 1, 1994, the City's pre-employment physical examination for all applicants will include substance abuse testing. Substance abuse testing shall also be required prior to promotion to a sensitive job classification.

**ELIGIBILITY:** Qualified candidates will be considered for vacancies as they arise, for a period of at least one year. The decision of the Director of Human Resources with respect to acceptable minimum qualifications is final.

**SERVICE FEE:** City employees who are represented by a union will be required to become union members or to pay a service fee as a condition of continuing employment after completion of a probationary period.

**PROBATION:** All persons, including current City employees, selected from an eligible list resulting from this examination will be on probation for six months.



Baltimore City  
Department of Human Resources  
201 East Baltimore Street  
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